

Fitchburg Gas and Electric Light Company d/b/a Unitil
February 28, 2006

<i>PENALTY PROVISIONS</i>	Years in Database	Mean and Benchmark*		Performance in 2005	Comments
Telephone Service Factor: Non-Emergency Calls (%)	7	mean	59.6%	68.5%	
		benchmark	49.0%		
Telephone Service Factor: Emergency Calls (%)	4	mean	80.4%	82.4%	For the first year, 2001, there is only 4 months worth of data.
		benchmark	78.0%		
Service Appointments Met As Scheduled (%)	5	mean	98.8%	99.1%	
		benchmark	98.2%		
On-Cycle Meter Readings (%)	7	mean	91.0%	92.8%	
		benchmark	87.5%		
Consumer Division Cases	10	mean	67.1	32.0	All consumer division cases are reported under Unitil's gas division.
		benchmark	83.0		
Billing Adjustments (\$/1,000 Customers)	10	mean	\$51.41	\$28.75	
		benchmark	\$132.09		
Lost Work Time Accident Rate (# of acc/200,000 employee hrs)	10	mean	7.94	4.69	
		benchmark	12.24		
Response to Odor Calls (%)	7	mean	99%	100%	Benchmark threshold based on subtracting 1% deadband to 95% in accordance with SQ plan.
		benchmark	94%		

*Benchmark is the highest (lowest) threshold created by adding (subtracting) the deadband to (from) the mean.

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Staffing Levels	8	mean	102	83	Mean is November 1997 staffing level. Benchmark has not yet been determined. See section III.
Restricted Work Day Rate (# of acc/200,000 employee hrs)	4	mean	2.4	1.2	Unitil's plan requires annual reporting. Since this is Unitil's 5th report, the database includes CY 2001 - 2004.
Property Damage > \$5K (# of incidents)	4	mean	0	0	Unitil's plan requires annual reporting. Since this is Unitil's 5th report, the database includes CY 2001 - 2004.
Unaccounted for Gas (% and Dkths)	4	mean	1.34% 36,333	0.93% 25,409	Unitil's plan requires annual reporting. Since this is Unitil's 5th report, the database includes CY 2001 - 2004.
Capital Expenditures (# of projects & total \$)	10	mean mean	12 \$3,795,692	15 \$5,695,233	
Critical Spares Policy	not applicable	mean	not applicable	not applicable	Policy provided in section III.
Customer Surveys (scale 1-7):					
Random-customer satisfaction	3	mean	5.2	5.2	
Calls-customer specific	3	mean	5.9	5.7	
Accidents	not applicable	mean	not applicable	not applicable	Unitil reports accidents in accordance with VII. F. of its SQ plan.
Customer Service Guarantees (#; total \$)	3	mean mean	0 \$0	0 \$0	